

Overview

Introduction

Slack is a dominant communication platform used both within organizations and for external connections. Their pricing structure depends on the number of licenses and service tier. Slack values customer partnerships and often helps companies grow throughout the relationship.

Negotiation Strategy

Pricing Models & Packages

- Pro: \$7.25/user/month, no user provisioning or SAML
- Business+: \$12.5/user/month with SAML and data exports
- Enterprise Select: \$20/user/month with discovery API
- Enterprise Grid: \$32/user/month with HIPAA compliance

Reduction Strategy

- Review and adjust usage regularly
- Start conservative on commitments
- Document unused features
- Consider downgrading plans

Growth Strategy

- Plan growth in phases
- Use volume tiers
- Leverage competitive quotes
- Time expansion with fiscal year

Negotiation Tactics

Growth Leverage

- Document projected user growth
- Keep growth estimates conservative
- Show value of platform adoption
- Align with strategic initiatives

Multi-Year Terms

- Push for 2+ year agreements
- Target 3-5% price cap terms
- Lock in current rates
- Avoid annual increases

Willingness to Negotiate



More Resources

Avoid These 4 Mistakes in Your Next SaaS Negotiation

Learn from expert negotiators and avoid the common mistakes during SaaS negotiations.

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How to Negotiate Seat-Based Contracts

Explore 6 tips from procurement expert Zach Wolf on how to navigate per-user agreements.

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How to Negotiate a Usage-Based Contract

Explore how usage-based contracts work, plus tips for negotiating them.

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